

From: [Patino, Edgar](#)
To: Robert.Becerra@amwater.com
Subject: FW: Engie Insight EFT Set Up-City Treasurer-Public Utilities Dept
Date: Tuesday, October 16, 2018 11:51:57 AM
Attachments: [EFT Form.docx](#)

Hello Robert,

I wanted to confirm that engie insight works with Cal am and this is who we should work with to set-up ACH? Please confirm.

Edgar

From: Jessi.Duncan@engie.com [mailto:Jessi.Duncan@engie.com]
Sent: Monday, October 15, 2018 10:07 AM
To: Patino, Edgar <EPatino@sandiego.gov>
Cc: eftpayments.insight@engie.com
Subject: Engie Insight EFT Set Up-City Treasurer-Public Utilities Dept

Hi Edgar

I work for Engie Insight and was asked to reach out about sending EFT/ACH payments. We are only able to push funds to you, so if this is something you'd be interested in please fill out our EFT form. See attached.

Thank you!

Jessi Duncan
Banking Assistant
jessi.duncan@engie.com
T (509)329-7826



engieinsight.com

ENGIE Insight (formerly Ecova, [view](#) press release)
[1313 N Atlantic St Ste 5000](#)
[Spokane, WA 99201-2330](#)
[T \(800\) 767-4197](#)

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From: [Patino, Edgar](#)
To: [Christopher J Mattis](#)
Cc: [Modica, Charles](#); [Jones-Santos, Lee Ann](#)
Subject: Monthly Invoice Payment
Date: Monday, October 1, 2018 5:56:55 PM

Hello Chris,

I hope you're doing well. I was recently notified that Public Utilities Department did a reconciliation regrading the credit card fees been paid when a customer makes an online water payment. Cal Am is the largest water user that remits via credit card form of payment which is about \$20,000 per month in fees. I wanted to inquiry about the possibility of changing the payment method to ACH instead of credit cards. This would minimize the credit card service fees PUD pays each month significantly. Please let me know if that would be possible and I can refer you or someone from your Accounts Payable to someone in our Office of the City Treasure to assist you with the details on how to begin using ACH.

Thanks,

Edgar X. Patiño, MPA

Supervising Management Analyst
City of San Diego
Public Utilities Department
Finance and Information Technology Division (FIT)

T (858) 292-6321
F (858) 614-4027
epatino@sandiego.gov



~ A world-class city for all ~

From: [Patino, Edgar](#)
To: Robert.Becerra@amwater.com
Subject: Monthly Water Invoice Payment
Date: Friday, October 12, 2018 3:52:47 PM

Hello Robert,

I recently email Chris regrading Cal Am monthly water invoice payment method to San Diego and he recommended that I speak to you. I was notified Cal Am has been paying the monthly water invoices via credit card form of payment, this transaction is costing San Diego approx. \$20,000 per month in fees. I wanted to inquiry about the possibility of changing the payment method to ACH instead of credit card. This would minimize the credit card service fees PUD pays each month significantly. Please let me know if that would be possible or who I should speak to in the accounts payable on how to begin using ACH.

Thanks,

Edgar X. Patiño, MPA

Supervising Management Analyst
City of San Diego
Public Utilities Department
Finance and Information Technology Division (FIT)

T (858) 292-6321
F (858) 614-4027
epatino@sandiego.gov



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From: [Patino, Edgar](#)
To: [Robert Becerra](#)
Subject: RE: Engie Insight EFT Set Up-City Treasurer-Public Utilities Dept
Date: Friday, November 9, 2018 1:37:41 PM

Hello Robert,

Yes, I worked with Jessica from Engie Insight and we set-up EFT so that the water bills can be paid for in this manner in place of credit card.

Edgar

From: Robert Becerra [mailto:Robert.Becerra@amwater.com]
Sent: Friday, November 9, 2018 1:34 PM
To: Patino, Edgar <EPatino@sandiego.gov>
Subject: RE: Engie Insight EFT Set Up-City Treasurer-Public Utilities Dept

Hi Edgar,

I wanted to check in with you to see if you had any luck changing the payment form?

Thanks

Robert Becerra
San Diego County Operations Manager
California American Water
1025 Palm Avenue
Imperial Beach, CA 91932

T 619-446-5703
C 619-571-5279

From: Patino, Edgar <EPatino@sandiego.gov>
Sent: Tuesday, October 16, 2018 11:52 AM
To: Robert Becerra <Robert.Becerra@amwater.com>
Subject: FW: Engie Insight EFT Set Up-City Treasurer-Public Utilities Dept

EXTERNAL EMAIL - "Think before you click!"

Hello Robert,

I wanted to confirm that engie insight works with Cal am and this is who we should work with to set-up ACH? Please confirm.

Edgar

From: Jessi.Duncan@engie.com [<mailto:Jessi.Duncan@engie.com>]
Sent: Monday, October 15, 2018 10:07 AM
To: Patino, Edgar <EPatino@sanidiego.gov>
Cc: eftpayments.insight@engie.com
Subject: Engie Insight EFT Set Up-City Treasurer-Public Utilities Dept

Hi Edgar

I work for Engie Insight and was asked to reach out about sending EFT/ACH payments. We are only able to push funds to you, so if this is something you'd be interested in please fill out our EFT form. See attached.

Thank you!

Jessi Duncan
Banking Assistant
jessi.duncan@engie.com
T (509)329-7826



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From: [Patino, Edgar](#)
To: [Fikhman, Tatyana](#); [Christopher Nessman](#); [Remsburg, Jeff](#)
Cc: [Gonzales, Diana](#); [Matthew Schuler](#)
Subject: RE: Hollister emergency connection bill
Date: Wednesday, May 1, 2019 11:38:59 AM

Hello Chris,

You can send the bill via email to me attention with the following information, let me know if you need additional information.

City of San Diego - PUD
Water Construction & Maintenance
Edgar Patino
9192 Topaz Way
San Diego, CA 92123
epatino@sandiego.gov
858.292.6321

From: Fikhman, Tatyana
Sent: Wednesday, May 1, 2019 11:31 AM
To: Christopher Nessman <Christopher.Nessman@amwater.com>; Remsburg, Jeff <JRensburg@sandiego.gov>
Cc: Gonzales, Diana <DGonzales@sandiego.gov>; Matthew Schuler <Matthew.Schuler@amwater.com>; Patino, Edgar <EPatino@sandiego.gov>
Subject: RE: Hollister emergency connection bill

Hi Chris,
Edgar Patino will help you to process the bill.

Thank you,
Tatyana

Tatyana Fikhman
Water Production Superintendent
Public Utilities Department

O (619) 527-7465
C (619) 980-8854



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From: Christopher Nessman [<mailto:Christopher.Nessman@amwater.com>]

Sent: Tuesday, April 30, 2019 3:32 PM
To: Remsburg, Jeff <JRemsburg@sandiego.gov>
Cc: Gonzales, Diana <DGonzales@sandiego.gov>; Matthew Schuler <Matthew.Schuler@amwater.com>; Fikhman, Tatyana <TFikhman@sandiego.gov>
Subject: RE: Hollister emergency connection bill

Jeff

Unfortunately we can not produce a bill until we have an official customer which includes a mailing address. Once I get a mailing address we can create the account and get the bill sent over by email if you want.

We have a lot of City of San Diego meter accounts, each with an address attached for billing but I don't want to use one of those unless you tell me to because some of them may go to specific departments and end up causing massive confusion on your end.

Chris Nessman
Operations Supervisor
California American Water
San Diego County Operations
619-446-5702/619-241-3845

From: Remsburg, Jeff <JRemsburg@sandiego.gov>
Sent: Tuesday, April 30, 2019 3:11 PM
To: Christopher Nessman <Christopher.Nessman@amwater.com>
Subject: RE: Hollister emergency connection bill

EXTERNAL EMAIL - "Think before you click!"

Christopher, how much is it? Send the bill to me and I can forward it. Thanks.

From: Remsburg, Jeff
Sent: Tuesday, April 30, 2019 3:08 PM
To: Christopher.Nessman@amwater.com
Subject: RE: Hollister emergency connection bill

Chris, let me ask around to find out who takes care of this. Thanks.

From: Howard, Tom
Sent: Monday, April 22, 2019 3:25 PM
To: Gonzales, Diana <DGonzales@sandiego.gov>
Cc: Bryant, David <DBryant@sandiego.gov>; Faiai, Yvonne <YFaiai@sandiego.gov>; Cruz, Armando <ArmandoC@sandiego.gov>; Remsburg, Jeff <JRemsburg@sandiego.gov>

Subject: Re: Hollister emergency connection bill

This happened a couple weeks ago due to a water main break.

I've added Armando and Jeff to this reply.

Tom

Sent from my iPhone

On Apr 22, 2019, at 3:14 PM, Gonzales, Diana <DGonzales@sanidiego.gov> wrote:

FYI... I'm not quite sure what he is talking about... are any of you aware of this?

From: Christopher Nessman [<mailto:Christopher.Nessman@amwater.com>]

Sent: Monday, April 22, 2019 3:09 PM

To: Gonzales, Diana <DGonzales@sanidiego.gov>

Subject: Hollister emergency connection bill

Diana

Recently the City of San Diego needed the emergency connection turned on at 2340 Hollister Street due to a leak the City had in San Ysidro.

We turned the water on for the City but we are not sure where we should send the bill for payment.

What address should we send the bill to?

*Chris Nessman
Operations Supervisor
California American Water
San Diego County Operations
619-446-5702/619-241-3845*

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From: [Patino, Edgar](#)
To: [Christopher J Mattis](#)
Subject: RE: Water rates
Date: Tuesday, May 22, 2018 7:19:29 PM

Hello Chris,

Yes, there will be an increase this year in August, I am checking with Dave Stallman to confirm and we will provide you with the calculation.

Edgar

From: Christopher J Mattis [mailto:Chris.Mattis@amwater.com]
Sent: Tuesday, May 22, 2018 8:03 AM
To: Patino, Edgar <EPatino@sandiego.gov>
Subject: Water rates

Good morning Edgar, do you know if there will be an increase in the purchased water rates to Cal-AM this year. If so, do you know when it will take effect.

Thanks,

Christopher Mattis
Director of Operations Southern Division
California American Water
1025 Palm Avenue
Imperial Beach, CA 91932
Phone# 619-446-5701
Cell# 619-571-8170

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From: [Patino, Edgar](#)
To: [Christopher J Mattis](#)
Subject: RE: Water rates
Date: Tuesday, June 12, 2018 3:15:09 PM
Attachments: [CalAm Rates 2014-10-31 FY19.pdf](#)

Hello Chris,

Cal-Am next rate increase will be effective August 2018, please see attached. The rate will be \$4.49 per HCF. Let me know if you have any questions.

Edgar

From: Christopher J Mattis [mailto:Chris.Mattis@amwater.com]
Sent: Tuesday, May 22, 2018 8:03 AM
To: Patino, Edgar <EPatino@sandiego.gov>
Subject: Water rates

Good morning Edgar, do you know if there will be an increase in the purchased water rates to Cal-AM this year. If so, do you know when it will take effect.

Thanks,

Christopher Mattis
Director of Operations Southern Division
California American Water
1025 Palm Avenue
Imperial Beach, CA 91932
Phone# 619-446-5701
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